

VOLUNTEER GUIDELINES & POLICIES

- Volunteers must be at least 18 years old and a high school graduate.
- Please park behind the clinic. We would like to save the front lot for our patients.
- Valuables may be stored in the office or placed in a locker across from the staff bathroom. Please bring your own lock, the clinic assumes no liability for lost or stolen valuables.
- Grantors regularly ask for the number of volunteers and hours donated. When you volunteer, ALWAYS sign in and list how many hours you are here and pick up a volunteer name tag. Nametags must be worn at all times.
- Please be considerate and do not use your cell phones while you are volunteering unless in the case of an emergency. Clinic computers may not be used for personal reasons.
- Dress code: Nonmedical volunteers should always dress in business casual attire. Please do not wear jeans, shorts, flip flops, short skirts, t-shirts, etc. We are a professional organization, and it is important to present ourselves as such to the patients as well as potential medical professionals that may stop by for a visit. We ask that our medical volunteers dress in scrubs or other medical attire.
- Confidentiality: All aspects of patient care are STRICTLY CONFIDENTIAL and are never to be discussed casually inside or outside the clinic with friends, family, or co-workers. Patient information may never be released by anyone, verbally or in writing, except by written permission by the patient specifying to whom the information can be disclosed.
- Never ask or talk to physicians or nurse practitioners about personal health or medical issues. Our medical volunteers are here to treat our patients, not volunteers.
- We ask that our volunteers strive to maintain a high level of compassion and understanding and treat all patients with respect in a courteous manner. Rude comments to patients can ruin our reputation in the community and diminish donor dollars. We want patients to have a medical home they can rely on and feel comfortable coming to for medical care. If you feel that a patient is rude, please let the Executive Director or Patient Champion know as soon as possible so that we can resolve the issue.
- Since we are a medical clinic, we ask that you wash your hands or use hand sanitizer as much as possible.
- We depend on you. We understand illnesses and emergencies do occur, but please notify the clinic at least one week in advance if you need to cancel your volunteer shift or if you plan to be late.

For interpreters ONLY: I will limit my interpretation to the provider and patient's exact words.



14230 Hunters Road
Huntersville, NC 28078
Phone: 704.316.6611
Fax: 704.316.6612

Non-Disclosure Statement

I, _____, as a volunteer with Cook Community Clinic, pledge to use my skills to the best of my ability in rendering care of assistance to patients, or while serving in any capacity as a Cook Community Clinic volunteer. I will strive to maintain a high level of compassion and understanding and will treat all patients with respect in a courteous manner. I understand that all aspects of patient care are STRICTLY CONFIDENTIAL and not to be discussed with friends, family, or co-workers. Patient information may never be released by anyone, verbally or in writing, except by written permission by the patient specifying to whom the information can be disclosed.

I have read and agree to the Policies/Volunteer Guidelines and Non-Disclosure Statement.

Print Name: _____

Signature: _____ Date: _____

We look forward to having you as a part of the team! Because of our dedicated volunteers, we served a record breaking number of patients last year. Please don't hesitate to notify the Executive Director if you have any suggestions or concerns. We strive to provide you with an experience that is as valuable to you as you are to us and our patients! Thank you for your service!

Forms can be filled out and signed digitally, or printed and filled out by hand.

To submit: You can email forms and other documentation to info@cookcommunityclinic.org, or hand deliver to 14230 Hunters Road, Huntersville, NC 28078.